girl scouts of greater atlanta

eBiz Online Registration Resource Manual

INTRODUCTION

Girl Scouts of Greater Atlanta (GSGATL) has transitioned to online registration therefore some of our business processes changed. Easy access to eBiz: visit the Girl Scouts of Greater Atlanta website at www.gsgatl.org click Join Us then click the eBiz button.

WHY USE EBIZ FOR REGISTRATION?

GSGATL first implemented online registration in 2010. eBiz Online Registration will improve council business processes and improve the volunteer experience. eBiz is a web-based system hosted by GSUSA that allows for members to register for membership online.

- eBiz allows for fast, convenient, and real-time collection of member information and payment of registration dues.
- eBiz is not only a great way to quickly and easily register for membership without the hassle of paper forms, but it is also an efficient way to ensure that information is always accurate and up-to-date.
- A member can log into the eBiz site at any time during the year to update their personal information.

As GSUSA continue to enhance eBiz reporting capabilities and adding new features, it is important that we have the correct information for our members in order to deliver the proper communication.

TROOP MANAGEMENT – MANAGE YOUR TROOP MEMBERS AND INFO

01 - Troop leaders also have access to the eBiz Troop Management module, a system that allows them to register all members of their troop in one payment as well as update troop meeting details and member contact information. **Troop leaders have the ability to register their troop online for the upcoming membership year until 9/29**, as this is when the current membership year expires. However, they can always access their troop's information and make updates year-round as well as add new members throughout the year. Members can still re-register themselves individually online after the 9/29 troop management cut-off. These members will then automatically show in the troop leader's roster when they log into eBiz and access Troop Management.

EBIZ PAYMENT OPTIONS

Payments can be made with credit cards, debit cards, or even a prepaid debit card.

eBiz System Requirements

All you need to register online is access to the Web site and an e-mail address. Don't have an email address? Go to Gmail, Hotmail, or Yahoo to sign up for an email address today!

eBiz Donations Online

The council has implemented the ability for members, and troop leaders, to purchase Annual Fund donations via the eBiz system. An individually registering member, new or returning, will now be able to add a donation product to the same order where they purchase their membership. Likewise, a troop leader will now be able to add donation products to orders when registering new or returning members in eBiz. Adding Annual Fund donations to membership orders allows the member or troop leader to pay for both with one easy payment, again using a credit card, debit card, or prepaid debit card. Because the donations are tied directly to each member's order, this ensures that each girl and parent receives credit for their contribution.

Annual Fund

- Donations will be available in eBiz, with present giving levels
- Add a donation amount using the dropdown menu for renewing members
- Be sure to add a donation product to your cart for each new member you register in Troop Management
- You can add as many donation products as you need for each member
- If there is not a giving level in eBiz that meets your needs, there will be a link in Troop Management directing you to a site that offers "other amounts"

eBiz Hotline

Girl Scouts of Greater Atlanta has a trained eBiz Hotline Staff that is extremely knowledgeable when it comes to all things eBiz. Feel free to contact them with your questions. You can also access user guides and training videos on the eBiz site. Easy access to eBiz: visit the Girl Scouts of Greater Atlanta website at www.gsgatl.org click Join Us then click the eBiz button.

- Email: eBiz@gsgatl.org
- Phone: 770-702-9650
- Availability: Monday – Friday, 9 am – 5 pm EST

girl scouts of greater atlanta

Frequently Asked Questions

- How do I get to the eBiz page on the Web site?
  Easy access to eBiz: visit the Girl Scouts of Greater Atlanta website at www.gsgatl.org click Join Us then click the eBiz button.

- Can a leader register all of her girls at one time online?
  Yes, using the troop management module you can register troop members with one payment.

- What are the payment options online?
  Payment options through eBiz are credit card, debit card or prepaid debit cards.

- Will pre-printed membership forms be available? No, pre-printed forms will not be available.

- When are paper registration forms appropriate to use?
  Paper forms will only be accepted when a member is requesting financial assistance, paying with Cookie Dough or graduating seniors registering for Lifetime Membership.

- Will blank forms be available?
  Yes, blank forms are available on the Girl Scouts of Greater Atlanta web site www.gsgatl.org, forms section.

- How do I request financial assistance?
  Members applying for financial assistance will complete the request for financial assistance section on the membership registration form, available from our web site. All financial assistance will be handled using paper forms only. The eBiz Online Registration System is not equipped for online transactions using financial assistance, cookie dough or any alternate payment method.

- I am the 01-leader on record but another volunteer will be managing our troop registration, how do they access Troop Management.
  If the 01-leader will be sharing their access to eBiz to help manage troop members and registration in Troop Management we suggest that they create a generic username and password (ex. Username=Troop00123, Password=Troop00123) to share with your volunteer. If the troop leader has already setup their username and password they can always edit this information by going to My Account, then Change Username and/or Change Password.

- Why does some adult records show multiple times in Troop Management and on some reports generated from Council?
  Adult members show in Troop Management and some report listings based on the number of positions they are assign in the database (ex. 01, 14, Troop Treasurer).

- Why does some adult records show position code 14 and their actual assigned position code is different?
  Adult member records are assigned position code "14" when GSUSA creates Proforma (or "Pending") orders in the Personify database. The "14"position code is assigned by default (Member not active). GSUSA does not know if the adult member will maintain their current position, therefore assigns the default "14" position code to all members. When adults register online they can self-report their actual position, however they cannot delete the default code. Please note the "14" default code does not affect your volunteer status.

girl scouts of greater atlanta

Troop Management FAQs

*Please note that individual registrations are updated on a regular basis and your troop member registrations will display in the Troop Management area of the eBiz site. If you have attempted to access this module and cannot, please note that we first need to validate in the back office the position you have listed before you may access Troop Management. These position codes are checked and validated on a daily basis.

***If you already have access in Troop Management:**

- I do not see some of the other volunteers on the Troop list, like the Assistant Leader or Cookie Mom.
  - Likely we have not entered their positions in the system yet. Until then, they will show with a position of 14.
  - With the new eBiz updates, these volunteers will be able to report their positions themselves during the registration process, or when they activate their online account.

- How can I update a girl's address or phone number online? They are incorrect on the roster. The instructions provided were not clear.
  - From Troop Management click on the girl's name in the troop list. From there you will see you are managing the girl's profile. Make any necessary edits then save your changes. As a best practice, check with the girl member or parent to ensure they do not plan on registering online themselves before you make any changes.

- I am a Leader but I cannot access Troop Management, please help!
  - You must have the position code of 01 in our database to access this area. If you have recorded your position as 01 Troop Leader during the registration process or while activating your account, please allow 2 business days for our eBiz Hotline staff to verify you as the Troop Leader and approve your request. Also, please note that you may want to check with your troop before attempting to activate any orders as we have provided the membership renewal opportunity at the parent level.

- I do not see my girl in my troop and she says she's already re-registered.
  - It is possible that she was in a different troop last year, has already registered online, and is still set in that troop. Before we make any changes here, we ask that you please check with your Troop Leader to ensure that she has not already registered with us.
    - If her membership has already been activated online: Please contact the eBiz Hotline to have her transferred to the correct troop.

girl scouts of greater atlanta

Quick Facts

Where is eBiz?

Easy access to eBiz: visit the Girl Scouts of Greater Atlanta website at www.gsgatl.org click Join Us then click the eBiz button.

Registrar's Role:

As Girl Scouts of Greater Atlanta (GSGATL) transition to online membership registration (eBiz), our Registrars will be integral to our success. Registrars will fulfill three primary roles:

1. Promote and support online registration of members and troops.
2. Serve as the "local expert" for members and troops on how to register online.
3. Serve as the liaison between members and the Council's Database Team to assure efficient and accurate processing and updating of membership information.

Registration Resources

User Demo Videos: We are excited to provide a variety of online resources for members and volunteers to help guide you through the eBiz online registration process. The video are available on the eBiz Web site and range between three and six minutes in length. To access the videos hold the control key and click on the link.

- Customer Profile Management Video (3 mins.)
- Membership Renewal Video (5 mins.)
- New Member Registration Video (4 mins.)
- Troop Maintenance Video (3 mins.)
- Troop Renewal Video (4 mins.)
- Troop New Registration Video (6 mins.)

User Guides: In addition to training videos, GSGATL has developed user guides that are posted on the web site www.gsgatl.org, as well as on eBiz. The user guides are pdf documents.

- Troop Management User Guide
- Member Registration User Guide

eBiz Hotline:

GSGATL has a trained eBiz Hotline Staff feel free to contact to gain access to eBiz or to obtain answers to any questions you may have.

- **Email:** eBiz@gsgatl.org
- **Phone:** 770-702-9650
- **Availability:** Monday–Friday 9 a.m.–5 p.m. EST

Don't have an email address? Go to Gmail, Hotmail, or Yahoo to sign up for an email address today!

3 Steps to Register

eBiz has girls, adults and troops registered. Troop Leaders/Advisors with the 01 position only need to complete three steps to register their troop online.

- Step 1: Access eBiz and create a login
- Step 2: Prepare for online registration
- Step 3: Register online

Details for each step are located in the user guides.

Access to Troop Management

Access to Troop Management is automatically provided to all approved troop leaders with the 01 position. GSGATL recognizes the value of online access to troop information by volunteers other than the approved 01. Unfortunately, GSUSA does not allow access beyond the approved 01 position. While GSGATL will continue to "lobby" for change, we are committed today to work with volunteers to develop reports and relations that support their effectiveness.

Reporting

Service Unit Rosters: Membership rosters are currently being provided to each SU weekly via email. This report provides a listing of everyone registered via eBiz and paper as of the reporting date.

If you have specific reporting needs please contact eBiz support with your request at ebiz@gsgatl.org

Transfers

Transfer request should be submitted to ebiz@gsgatl.org. We ask that you copy the Service Unit Director, Area Registrar, SU Registrar and Membership Specialist on your request to help alleviate duplicate submissions. Your request will be handled as soon as possible.